

WITS & GAIN Security Protocol for Idaho Crisis Centers

Effective January 10, 2016

Adding a New Staff Member's Account

1. The new Staff Member must complete and sign an Idaho WITS User Agreement.
2. Create and assign roles for the Staff Member Account.
3. Create a WITS Support Ticket. Support Ticket Type = Account Administration.
 - a. Include the following information in the Description field:
 - i. **Staff Member's first and last name**
 - ii. **Email address for the Staff Member**
 - iii. **Phone number (Staff Member's work phone number)**
 - iv. **Access for Staff Member (document if they need access to ALL facilities or access to only specific individual facilities)**
 - b. Save the Support Ticket and attach the Idaho WITS User Agreement.
 - c. Click **Submit to WITS Admin** in the bottom left corner to submit the Support Ticket to the WITS Help Desk for processing.

Revoking a Staff Member's Account

1. Revoke the Staff Member's account in WITS by clicking on **Lock Agency Access**.
2. Enter an end date in the End Date field of the Employment Date Range section of the Profile.
3. Complete a WITS Revocation Form for the Staff Member (the AWA's or supervisor's signature is required).
4. Create a WITS Support Ticket. Support Ticket Type = Account Administration.
 - a. Save the Support Ticket and attach the WITS Revocation Form.
 - b. Click **Submit to WITS Admin** in the bottom left corner to submit the Support Ticket to the WITS Help Desk for processing.

Requesting Changes to a Staff Member's Account

Name Change

1. Change the Staff Member's name on the Staff Member screen in WITS.
2. Create a WITS Support Ticket. Support Ticket Type = Account Administration.
 - a. Include the following information in the Description field:
 - i. **Change (Staff Member's name) from (previous name) to (new name).**
 - b. Click **Submit to WITS Admin** in the bottom left corner to submit the Support Ticket to the WITS Help Desk for processing.

Email Address Change

1. Change the Staff Member's email address on the Staff Member screen in WITS.
2. Create a WITS Support Ticket. Support Ticket Type = Account Administration.
 - a. Include the following information in the Description field:
 - i. **Change (Staff Member's name) from (previous name) to (new name).**
 - b. Click **Submit to WITS Admin** in the bottom left corner to submit the Support Ticket to the WITS Help Desk for processing.

Professional Credentials – Add or Change

1. Change the Staff Member's professional credentials on the Staff Member Profile screen in WITS.
2. Create a WITS Support Ticket. Support Ticket Type = Account Administration.
 - a. Include the following information in the Description field:
 - i. **Add professional credentials for (Staff Member's name) and list all credentials for the Staff Member, or**
 - ii. **Change professional credentials for (Staff Member's name) to: (list all credentials for the Staff Member)**
 - b. Click **Submit to WITS Admin** in the bottom left corner to submit the Support Ticket to the WITS Help Desk for processing.

Agency WITS Administrator – Add or Remove

1. Create a WITS Support Ticket. Support Ticket Type = Account Administration.
 - a. Include this information in the Description field:
 - i. **Add Staff Member's name as an Agency WITS Administrator, or**
 - ii. **Remove Staff Member's name as an Agency WITS Administrator.**

NOTE: Only 2 Agency WITS Administrators are allowed per agency.
2. Click **Submit to WITS Admin** in the bottom left corner to submit the Support Ticket to the WITS Help Desk for processing.